Request for Proposal

Procurement of On Perm / Cloud Email Security Gateway

Published Date: 24 February 2025
FWBL\HO\IT\JG\2025\01

Proposals Submission Dead line Date: 11 March 2025 11:00 AM
Opening of Technical Bid: 11 March 2025 11:30 AM

First Women Bank Limited

Proposal – Section 1

This is single stage two envelope bidding procedure as per PPRA rules. The bidders shall submit their proposals in one sealed envelope containing two different separate sealed envelopes marked as "Technical Proposal" and "Financial Proposal". Only Technical proposal envelope will be opened in the presence of bidders and Financial proposal envelops will stay in FWBL custody till the opening of Financial bids.

Financial proposals will only be opened for bidders that meet the "Eligibility Criteria", meet the technical requirement and minimum requirement specification documented under section "Term of Reference" in this RFP document. Sealed financial bids will be returned to bidders that did not qualify or meet the Technical requirement for financial evaluation. Final date of opening of Financial Bids which will be communicated to all the bidders in advance.

Further final evaluation reports containing technical and financial evaluations will be published on FWBL website and PPRA.

The successful bidder, who meets the combined evaluation criteria, will have a meeting with FWBL's management to discuss the specific requirements and procedures for carrying out this assignment in detail.

After the finalization of combined evaluation, the qualifying organization will be issued "Letter of Intent" which will be followed by the Service agreement and Service order.

Submission Details – Section 2

Submission Deadline

All proposal submissions for responding to this request must be submitted on or before 11 March 2025 11:00 AM in a one sealed envelope containing two different separate sealed envelopes as described in the proposal section above .Submission will be valid if:

- Responses to RFP are submitted no later than 11 March 2025 11:00 AM at FWBL, Head Office GF-2 Reception Area, S.T.S.M Foundation Building, CL-10/20/2, Beaumont Road, Civil Line, Karachi.
- Bids shall be submitted in one sealed envelope containing two different separate sealed envelopes as described in the proposal section above.

Submission Questions & Clarifications

You may contact the following person if you have any questions or require clarification on any topics covered in this Request for Proposal:

Name: Muhammad Jawad Govani
Email: jawad.govani@fwbl.com.pk

All queries for the subject tender (if any) should be sent to above mentioned email address at least 03 working days prior to bid opening date.

Bidder Eligibility Criteria- Section 3

Bidders of this RFP will be eligible only if they fulfill the following criteria at minimum.

	Criteria	Requirement	Proof of documents
1	Bidder Existence	Bidder term of existence in Pakistan must be at least 5 (Five) years	Relevant proof of existence (Certificate of Incorporation, Memorandum of Association, Certificate of commencement of business, Extract from the Register of Firms maintained by the Registrar etc. confirming the incorporation of the commercial entity or other relevant documents where applicable depending on the type of entity as mentioned above, shall be provided with valid tax payment documentation (FBR, Sales Tax Returns, NTN individual, NTN Company, Provincial Tax) whichever is applicable depending on type of organization (Public Ltd/Private Ltd/Partnership firm or any other form permissible under Pakistan Law). (Documentation Proof must be provided with proper reference (page No) in the proposal)
2	Bidder Turnover (PKR)	The Bidder should have minimum annual turnover of **Rs. 100 Million**	Last three financial years and must submit their audited financial reports or Income Tax returns.
3	OEM Presence	OEM existence must be of 10 (Ten) years Globally	Valid Proof
4	OEM Standing	OEM of the proposed equipment must be in the Gartner Magic Quadrant for Purposed Solution	Valid Proof
5	Bidder / OEM Support	OEM should have direct Support facilities of a day (24x7x 4) in major cities of Pakistan	Valid Proof
6	Bidder – OEM Partnership	Bidder must be OEM's Authorized Partner for last 02 (Two) consecutive years	Valid Agreement of Partnership with the OEM with Proof on Principal Website / OEM Letter Provide latest Authorization Form from principal supplier as per the requirements (guarantee / warranty / Support maintenance). Authorized especially for this procurement

Version 1.0

			Documentation Proof must be provided with proper reference (page No) in the proposal or on Principal Website
7	OEM / Bidder Experience	OEM / Bidder should have experience of supplying, deploying and maintaining proposed solution for at least 5 Banks with project engagement , total of at-least PKR 50 million in Pakistan, as on the date of submission of the bid	Relevant Purchase order, copy of signed contract or similar document that can provide evidence of such engagements must be submitted
10	Bidder Certification	Bidder should have technical of at least 3 (Three) OEM certified /trained below technical resources 1. Expert Level of Purposed Solution 2. Expert Level of Mail Exchange Certification	Bidder should provide 3 CV's/profile of their proposed solution for implementation and support, the profiles should be employees of the company and must have relevant experience.
11	Bidder presence	Bidder should have office/presence in all major cities of Pakistan (e.g. Karachi, Lahore or Islamabad	Documentation Proof must be provided with proper reference (page No) in the proposal)
12	Bidder Blacklisting	Bidder should not be blacklisted	Bidder should provide an undertaking on legal paper stating that "the bidder's company is not blacklisted by any Government entity in Pakistan for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices and also not involved in any kind of lawsuits either current or pending."
13	Bidder – Subcontract	Bidder should not sub-contract the project or any part of the project during the project whole life cycle i.e. one from the date of execution	Bidder should submit an Affidavit that bidder will not subcontract any part of the project/solution to any other vendor

Bidder Solution Criteria – Section 4

The bidder MUST meet the following to be a successful bidder

1	Bidder must submit details financial proposal as per BOQ
2	Bidder must offer a complete solution from a SINGLE OEM
3	Delivery of equipment as per BOQ items and associate related warranty in OEM's portal.
4	The proposed solution shall include warranty for 1 year.
5	Replacement/upgradation of any part / software / patches /equipment is within same business day
5	Bidder to submit their detail quotation including purpose solution license with part # and any software / service / support licenses recurring price along with BOQ, if applicable
6	The License, warranties and support services will be in the name of FWBL for all equipment or software loaded on the equipment delivered.
7	Bidder's proposal must meet the stated requirements of the RFP in all respects without substitution or alteration of required functionality.
8	Bidder is responsible to provide end to end solution and ensure to configure the purpose solution are as per the FWBL requirement.
9	Bidder is responsible for migration and upgradation from the current setup to newly proposed solution
10	Bidders must ensure the installation, configuration and testing from existing (if any) to newly proposed solution and ensure smooth cutover without any downtime.
11	Proposed solution must not be in the list of End of Sale / End of Life / End of Support from OEM and it should be supported be at-least 3 Years from the date of publication of this RFP.
12	Bidders must propose specifications as specified as per BOQ table
13	Bidder shall ensure that all BOQ of purposed solution should delivered within 04 weeks after issuance of PO for Cloud License Solution
14	Bidder shall ensure that all BOQ of purposed solution should delivered within 10 weeks after issuance of PO for On Perm Hardware Based Solution
15	Submission of bid bond equivalent **of 5%** of the service bid (inclusive of applicable taxes). For Cloud License Solution
16	Submission of bid bond equivalent of **5%** of the commercial bid (inclusive of applicable taxes). For On Perm Hardware Based Solution

---

Bidder Technical Requirement– Section 5

The deliverables of the assignment as required by the FWBL are mentioned below:

	On Perm / Cloud Email Gateway Security Specification	
1	Total Number of Users	Five Hundred (500) Users Emails or Emails per hour traffic.
2	On Perm / Cloud Based Enterprise Class Solution	Delivers continuously updated protection to stop phishing, ransomware, Business Email Compromise (BEC) scams, spam and other advanced email threats before they reach the network.
3	On Perm / Cloud Based Failover and Protective Features	Proposed solution must have protection for Mail Server MX Masking, Multiple Network Route Selection, Auto-Spooling, Mail Bagging, Spam Filtering, Secondary MX Redundancy, Primary and Secondary Cluster Environment using 2 Devices, QR Scanning.
4	On Perm / Cloud Based XDR Platform	Proposed solution must have capability to integrate with XDR platform.
5	On Perm / Cloud Based Sandbox Capability	Proposed solution must have sandbox capability and sandbox analysis in the cloud sandbox to investigate URLs embedded in the email subject, body and attachments. The sandbox analysis must support both files and URL analysis, the solution must be able to send files and urls inside email to sandbox for analysis.
6	On Perm / Cloud Based Examine Email	Proposed solution must examine email behavior (an unsecure email provider, forged domain, or a reply to a free email service), intention (financial implication, urgency, or a call to action), and authorship (writing style).
7	On Perm / Cloud Based SPAM and Security Features	Proposed solution must have Network Denial of Service Protection, Rate Control, Anti-Spam, Anti-Virus & Anti-Spoofing, Anti-Spyware – Attachments, Email-borne viruses / Email-based malware, Data leaks & Phishing emails, IP Reputation Analysis, Sender Authentication, Plug-and-Play Installation, Network Denial of Service DoS Protection / Rate Control, Policy (User-specified rules) / IPv6 Capable, Attachment Content Scanning / Spam Fingerprint Check, Intent Analysis / Image Analysis / Bayesian Analysis, Rule-based Scoring / Recipient Verification / Anti-Phishing, Domain Level Quarantine
8	On Perm / Cloud Based Advance Threat Protection (ATP)	The proposed solution must provide Real-Time Threat Intelligence, Static Analysis, Behavioral Analysis, Signature-Based Detection, Zero-Day Threat Protection, Phishing and Spear-Phishing Protection, Automatic Remediation The proposed solution must provide advanced protection for Mailer Daemon, Microsoft Exchange Server, Microsoft Office 365, Google Gmail, and other cloud or on-premises email solutions.

		Must provide Pre-execution machine learning filters unknown malware before sandbox analysis, enhancing efficiency and efficacy of advanced threat protection
9	On Perm / Cloud Based Extra Security Features	The proposed solution must provide two-factor authentication support to add extra security to both administrator accounts and end user accounts. With this support, administrator accounts and end user accounts are required to use a one-time password generated by Google Authenticator or any other Mobile Application in addition to their local account and password. Must deliver email continuity against planned or unplanned downtime events, which allows end users to continue sending and receiving email messages for up-to 10 days in the event of an outage with the capability available in the proposed solution itself. Must be able to extract password-protected archive files and open password-protected document files in email messages to investigate any malicious or suspicious content or URLs in those messages.
10	On Perm / Cloud Based Support Types	The proposed solution must support following directory types: Open LDAP, Microsoft Active Directory, Microsoft AD Global Catalog, Microsoft Office 365/Azure Active Directory, IBM Domino.
11	On Perm / Cloud Based Inspection and Detection Features	The proposed solution must detect phishing, spam, Business Email Compromise (BEC) scams, graymail and social engineering attacks. Business Email Compromise protection must have content inspection including email Intention Analysis. The content of the email is examined for a sense of urgency, a request for action, or a financial implication. Must provide protection against known viruses and should detect new, previously unidentified, or unknown malware through advanced file feature analysis like machine learning and cloud-based sandboxing. Must provide protection against malicious URLs at delivery and at time-of-click (rewrites and analyzes URLs at the time of click and blocks them if malicious)
12	On Perm / Cloud Based Analysis Features	Proposed solution must have email authorship analysis feature, by Using AI to determine if the email is impersonating a high-profile user by examining the writing style.
13	On Perm / Cloud Based Sender Policy Framework	The proposed solution must allow to filter senders of incoming email messages. Should be able to specify the senders to allow or block using specific email addresses or entire domains. The proposed solution must use a standard IP reputation database and an advanced and dynamic IP reputation database (a database updated in real time) to maintain a very efficient and effective system that can quickly respond to new sources of spam.

		The proposed solution must support Sender Policy Framework (SPF), Domain Keys Identified Mail (DKIM) and Domain-based Message Authentication, Reporting and Conformance (DMARC).
14	On Perm / Cloud Based Data loss Prevention Features	The proposed solution must include integrated DLP feature to prevent data loss by monitoring outbound email traffic.
15	On Perm / Cloud Based Identity Based Encryption Features	The proposed solution must provide Identity Based Encryption. The solution must have policy-driven email encryption with hosted key management service that enables recipients to read encrypted emails on any device using a web browser.
16	On Perm / Cloud Based Administrator Console Features	The proposed solution must provide Administrator must be able to review and manually delete or deliver messages held in quarantine on the Administrator Console. In addition, end users must be able to view and manage their own quarantined messages on the End User Console.

Must provide the ability to block emails with malicious URLs before delivery and ability to re-check URL safety when a user clicks on it. |
| 18 | On Perm / Cloud Based Monitoring Features | The proposed solution must provide integration with Syslog or SIEM server for centralized log storage and monitoring. |
| 18 | Warranty | The vendor should provide one (01) year warranty with 24 x 7 x 365 support with 4/8 hours SLA response time. OEM should have registered office in Pakistan. |
| 19 | Cloud Platform & Laws | The bidder must specify that the cloud platform is hosted on an authorized cloud platform in Pakistan, and the bidder should also be authorized to provide services on that cloud platform.

Proof of Document of authorized seller of Cloud Services

Bidder should provide the reference of State Bank of Pakistan Cloud Framework. |
| 20 | Cloud Platform Environment | Since the solution is cloud-based, the bidder must demonstrate that the FWBL solution is a distinct instance and not part of any other organization's solution that the bidder has provided, is currently providing, or will provide in the future. The bidder can clearly demonstrate that the proposed solution of cloud email security is an independent, isolated instance that is not shared or connected with any other organization's environment.

Bidder may need to provide the following to cover this
    1. Provide System Architecture Documentation:
    2. Data Isolation Measures
    3. Contracts and Legal Documentation
    4. Logs or Monitoring Reports
    5. Proof of Concept (PoC) |

	6. Clarify Instance Separation in Multi-Tenant Architecture
	7. Support for Custom Configurations

Warranty & Service Level Agreement	
Warranty & Service Level Agreement	One Year Warranty with SLA (24 x 7 x 365 x 4) for the complete solution Software support must be provided by OEM throughout the contracted period.

Migration of Existing (If Any) Email Security Gateway Environment	
Migration of Existing Email Security Gateway Environment	The bidder must be capable of handling the migration of the email security gateway from the existing solution to the newly procured one, along with thorough testing of all security features.

Trainings – Quantity (02 resources)	
Trainings	The bidder must offer comprehensive expert-level training on the proposed solution, along with specialized training for the Monitoring Analysts, delivered by a certified trainer. This training should be provided to a minimum of two participants, culminating in certification and mastery of the solution.

BOQ – Section 6

Product Description	Users Quantity	Warranty Period
Email Security Gateway	500	1 Year

Submission Timeline & Location – Section 7

Location and Timing

Bids/Proposals must be delivered to the FWBL, on or before **11 March 2025 11:00 AM**. Technical proposal will be open on the same date at FWBL, Head Office GF-2 Reception Area, S.T.S.M Foundation Building, CL-10/20/2, Beaumont Road, Civil Lines, Karachi.

The proposal must follow as per the following high level schedule.

Milestone	Date
RFP Released	24 February 2025
Proposal Submission Due Date	11 March 2025 11:00 AM
Opening of Technical Bids	11 March 2025 11:30 AM
Opening of Financial Bids	To be decided later
Publishing of Combined Evaluation Report	To be decided later

FWBL reserves the right to modify below timeline at any time. For any reason if the due date for proposals needs to be changed, all prospective respondents shall be notified as per PPRA rule.

Proposals Evaluation Criteria - Section 8

Bidders who meets all the requirement as per section 3, 4 and 5 will be eligible for the financial bids opening and financial bids opening date will be announced to them.

The bidder with lowest financial bid (inclusive of applicable taxes) will be considered as the lowest bidder for further evaluation of documents.

As a result of this Request for Proposal, FWBL may do one of the following at its discretion:

1. Award a contract for this Request for Proposal on the basis of prescribed evaluation criteria.
2. Cancel the whole process.

Format for Technical BID Submission – Section 9

Bidder should submit

1- Technical bid submission cover letter
2- Bidder Technical Bids must be made in an organized and structured manner as mentioned in section 3,4 and 5 by adding a column referring their evidences / documents to each point, for example

OEM Presence	OEM existence must be of 10 (Ten) years Globally	Valid Proof	Proof document attached refer to Section XX , Bidder Document page # yy

BID PARTICULARS

Name of the Bidder.	
Is the Bidder the Principal Owner of the solution or an Authorized Partner / Re-seller.	
Registered Address of the Bidder.	
Name of the person to whom all references shall be made regarding this tender.	
Designation of the person to whom all references shall be made regarding this tender.	
Address of the person to whom all references shall be made regarding this tender.	
Telephone No. (With country and area code).	
E-Mail of the contact person:	
Fax No. (With country and area code).	

Name: _____

Location: _____

Date: _____

Company Seal & Bidder's Signature: _____

Format for Financial BID Submission– Section 10

The financial bid should be accompanied by

1. Financial Bid - Commercial Bid Cover Letter
2. Bid Security
3. Payment Terms

The Bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the Bank. The Bank will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.

Bid Currency and Validity

- Given the current volatility in USD/PKR exchange rate, bidders are requested to quote prices in USD.
- Bidder will provide invoice based on the USD/PKR currency exchange rate on the date of Purchase Order issuance date will be considered as the ceiling for conversion of FCY amount billed to FWBL. In case, currency exchange rate is below the ceiling amount (at the time of invoice), payments will be made as per prevailing currency exchange rate
- Bid validity will be 90 days after the submission of proposals

Payment Terms

Payment schedules is as below

Project Phase	Payment Plan
PO Issuance	20%
Hardware Delivery	50%
Completion of Configuration as Per Agreed design / Project Completion	30%

Pre-award Presentations

The FWBL reserves the right to require presentations and/or demonstrations/ Interview from any or all of the bidders, in which they may be asked to provide additional information.

Complete Pricing

The respondent should include all incidental expenses in the project pricing. This includes travel expenses, printing or reproduction, communications, etc. Any invoices for expenses beyond those **itemized (listed)** in the RFP response will not be entertained by FWBL.

COMMERCIAL BID

Bidders are requested to provide quotation for a 1-year warranty terms.

Bidders may provide commercials for both the Cloud and On-Perm solution or any one of it.

Item Description	Total Qty.	Cost (USD)	Applicable Tax (USD)	Total Cost (USD)
Procurement of Cloud Email Security Gateway for 500 Users **(Warranty for 1 year)**	**500**			

Item Description	Total Qty.	Cost (USD)	Applicable Tax (USD)	Total Cost (USD)
Procurement of On Perm Email Security Gateway for 500 Users **(Warranty for 1 year)**	**500**			

- Given the current volatility in USD/PKR exchange rate, bidders are requested to quote prices in USD.

- All payments against invoices submitted during the course of the project will be made in PKR.

- USD/PKR currency exchange rate on the date of Purchase Order issuance date will be considered as the ceiling for conversion of FCY amount billed to FWBL. In case, currency exchange rate is below the ceiling amount (at the time of invoice), payments will be made as per prevailing currency exchange rate.

- Successful bidder will be required to open a deposit account with FWBL that will be used to credit payments against invoices submitted by successful bidder.

Rates should be quoted in USD and strictly as per the format illustrated above. Bids quoted in formats other than the illustrated format will be rejected. Applicable local taxes shall be paid over and above on actual basis on production of documentary evidence. Bank will not be making any other payment except those mentioned in the commercial bid.

Name: _____

Location: _____

_____
Company Seal & Bidder's Signature & Date